



Outpatient Handbook



**Black Hills
Health Care System**
Department of Veteran Affairs



Defining
EXCELLENCE
in the 21st Century

Table of Contents

What should I expect at my first outpatient appointment?.....	4
Will 100 percent of my care be paid for?.....	5
What if I have a non-VA provider?.....	7
What if I don't have transportation to my appointment?	9
How do I fill and refill my prescriptions?	12
How do I make or change an appointment?.....	14
How do I know where to go when I need help?.....	15
How can VA help me during a physical or emotional crisis?.....	16
Who can I talk to if I have questions about my care or other VA benefits?	17
What if I need to be admitted for inpatient care?	19
How can VA help me stay healthy?	20
What should my family know about VA?.....	21
What mental health care services does VA BHHCS offer?	25
What other services does VA BHHCS offer?	27
What rules do I need to know about when visiting a VA facility?	30
VA BHHCS Facilities.....	31
Frequently Asked Questions.....	32
Your care team	33



Black Hills
Health Care System
Department of Veteran Affairs



Defining
EXCELLENCE
in the 21st Century

WELCOME TO VA BLACK HILLS

Thank you for entrusting your health care needs to the physicians and staff of VA Black Hills Health Care System. We are privileged to be your health care provider. We would like to extend our thanks for your service to this country.

We want to assist with your health care needs, and to ensure that you are satisfied with, and informed about, your health care. Your health care needs are very important to us as we are here to serve you, our Veterans.

We have designed this Patient Handbook for you and your family. Please take a few minutes to look through this booklet so that you are aware of the services we provide. We hope that you will find it useful and keep it as a reference guide.

Again, thank you for your service and welcome to VA Black Hills Health Care System.

OUR MISSION AND VISION

Our Mission

Honor America's Veterans by providing exceptional health care that improves their health and well-being.

Our Vision

VHA will continue to be the benchmark of excellence and value in health care and benefits by providing exemplary services that are both patient centered and evidence-based.

This care will be delivered by engaged, collaborative teams in an integrated environment that supports learning, discovery and continuous improvement.

It will emphasize prevention and population health and contribute to the Nation's well-being through education, research and service in national emergencies.

What should I expect at my first outpatient appointment?

PATIENT ALIGNED CARE TEAM (PACT)



During your first outpatient appointment at a VA Black Hills Health Care System (VA BHHCS)

facility, you'll be assigned a primary care provider (PCP) who will oversee your health. Your provider may be a physician, nurse practitioner or physician's assistant.

Each primary care provider is a part of a Patient Aligned Care Team (PACT) that centers around you – the expert on your needs. Your PACT will include your primary care provider, nurse, dietitian, social worker, pharmacist and clerical support. These people make up the team that coordinates your health care.

Please remember: You must see your primary care provider at least once each year if you want to continue receiving your prescriptions from the VA.

PRIMARY CARE

A primary care provider (PCP) is the person responsible for your overall health care and your medications. You'll be assigned to a PCP after your first visit to the VA Black Hills Health Care System or to one of its community based outpatient clinics (CBOC). Each primary care provider is a part of a Patient Aligned Care Team (PACT).

WOMEN VETERANS PROGRAM

There are more than 1800 women Veterans in the VA BHHCS service area. Through the PACT system, VA provides women Veterans with gender-specific services such as breast and gynecological care, limited infertility services, maternity and newborn care. A Women Veterans Program Manager is available to answer questions specifically related to women's health care needs and access at VA BHHCS.

TELEHEALTH

To reduce driving time and increase access to care for rural Veterans, VA BHHCS is leading the way in Telehealth. Using high-speed Internet and video conferencing technology, Veterans can visit a clinic close to home while seeing a provider hundreds of miles away.

Since 2011 VA BHHCS has provided more than 3400 Telehealth visits, and that number continues to grow. These visits include appointments via teleconferencing between Veterans and their care providers in Nutrition, Mental Health, Pharmacy, Oncology, Orthopedics, the MOVE! Weight Management Program, and others.

Talk with a member of your PACT about opportunities for Telehealth appointments.

HOME-BASED PRIMARY CARE

For Veterans who find it difficult to make it to clinic appointments due to physical or psychological limitations, they can be seen at home. The Home-Based Primary Care (HBPC) Team provides a team approach to care, similar to PACT, in the Veteran's home.

Goals of HBPC are to:

- Maximize function and independence.
- Slow the advance of chronic diseases.
- Reduce the need for clinic and emergency room visits, hospitalizations and emergency room visits.
- Improve quality of life.
- Keep Veterans in their homes longer, reducing the need for nursing home care.
- Teach Veterans and caregivers ways to restore or maintain their independence.

COPAYS AND CHARGES

While there is no monthly premium required to access VA care, the Department of Veterans Affairs is required to charge Veterans in certain priority groups a co-payment for their outpatient visits and inpatient hospitalizations.

Whether or not you pay a co-payment is dependent on a number of factors including your enrollment priority group and your service-connected treatment. This is determined by a process called “means testing” and is done annually. This is based on your previous year’s income and is verified using the Income Verification Match (IVM) program with the IRS. If you are not charged co-payments for medications or your health care, or are charged a reduced inpatient co-payment rate, you need to update and report your financial information to VA each year to prevent your status from lapsing. Please make sure to complete your financial assessment prior to its expiration date.

More information about means testing can be obtained at: www.va.gov/healtheligibility or by calling 1-866-347-2352 or visit the eligibility department where you receive care.

EMERGENCY/URGENT CARE SERVICES

Emergency/Urgent Care services are considered specialty care, assessing a \$50 co-pay.

Inpatient Co-payments

Inpatient co-pays change yearly and are based on priority group. In addition to the standard inpatient co-pay, a per diem will be assessed for each day of hospitalization.

Long Term Care Co-payments

Some Veterans receive co-pays for nursing home care, adult day care, and care in their home. Actual

co-pay charges will vary from Veteran to Veteran depending on financial information submitted on VA Form 10-10EC, which is available at Patient Services.

NON-VA CARE CO-PAYMENTS

Veterans receiving VA authorized care, from non-VA providers, will be charged co-pays based on the same criteria as if the services were received in a VA medical center.

OUTPATIENT CO-PAYMENTS

Outpatient co-payments are based on a three-tiered system:

No Co-payment:

Services for which there is no co-payment assessed are publicly announced VA public health initiatives (e.g., health fairs), or an outpatient visit consisting solely of preventive screening and/or immunizations (for example: influenza immunization, pneumococcal immunization, tobacco screening).

Basic \$15 Co-payment

A basic outpatient visit is an event of care in a clinic that provides primary care, or in a clinic that is tightly associated with the larger interdisciplinary primary care team.

Specialty \$50 Co-payment

A specialty care outpatient visit is an event of care furnished in a clinic that does not provide primary care, and is usually only provided through a referral. Some examples of specialty care provided at a specialty care clinic are ambulatory surgery, audiology, cardiology, computerized axial tomography (CAT) scan, magnetic resonance imagery (MRI), nuclear medicine studies, optometry, radiology services requiring the immediate presence of a physician, and surgical consultative services.

PRESCRIPTION CO-PAYMENTS

By law, VA must charge Veterans a co-payment for their outpatient medications. Currently the co-pay is \$8 or \$9, per month, per prescription. Priority Groups 2-6 are charged the \$8 co-pay. There is a maximum charge of \$960 per year. Priority Groups 7 and 8 receive a \$9 co-pay with no yearly maximum.

- Non-service connected Veterans – required co-pay
- Service connected Veterans rated less than 50% -required co-pay
- Service connected Veterans rated 50% or greater – no co-pay
- Medications dispensed for service connected conditions – no co-pay
- Former POW's – no co-pay
- Veterans with income lower than the VA pension level – no co-pay
- Medication authorized under 38 U.S.C. 1710 (e) for Vietnam era, herbicide exposed Veterans, radiation exposed Veterans, Persian Gulf War combat exposed Veterans – no co-pay
- Medication for treatment of sexual trauma as authorized under 38 U.S.C. 1720D – no co-pay
- Medication for treatment of cancer of the head and neck authorized under 38 U.S.C. 1720E – no co-pay
- Medications provided as part of a VA approved research project authorized by 38 U.S.C. 7303 – no co-pay
- Medications administered during treatment – no co-pay



CO-PAY QUESTIONS

Information regarding co-pays may be reviewed at www.va.gov/healtheligibility/costs or by calling the Business Office at

Fort Meade 605- 347-2511 ext . 9 7101

Hot Springs 605-745-2000 ext . 9 2685

AGENT CASHIER

The Agent Cashier is available to Veterans wishing to make co-payments or receive reimbursement for eligible travel.

The Agent Cashier is available during normal business hours Monday through Friday, unless otherwise posted.

TRANSITIONAL/ CO-MANAGED CARE

We encourage you to receive all your medical care through the VA and have a single VA primary care provider who coordinates all aspects of your care. However, if you choose to keep another provider outside of the VA system, we will work with your private doctors to coordinate your health care. We call this transitional or co-managed care. It means your VA and private doctors must work together to provide safe, clinically appropriate, and ethical medical care.

PATIENT RESPONSIBILITIES

You need to coordinate your care when you have more than one provider. Please tell both your VA provider and your private doctor that you want to have your care coordinated. Give your VA provider the name, address, and telephone number of all of your private doctors. You should also give your private doctors the same information about your VA provider.

All necessary records and documents from your private doctor should be sent to the VA. If you would like information from your VA medical record sent to your private doctor, you should contact the Release of Information office and sign a release form to have that done. For your safety, let your VA provider know about all medicines you're taking, including prescriptions written by your private doctor. Also include over-the-counter medicines, vitamins, and herbal medications. You will also want to tell your private doctor about any medicines prescribed by your VA provider.

VA PROVIDER RESPONSIBILITIES

Your VA provider must have the final say about how the VA will meet your health care needs. Your VA provider does not have to re-write prescriptions or order tests for any health problem that the VA provider does not directly manage. If your private doctor writes a prescription for a medicine that is not on the VA list of approved medicines, your VA provider may offer you another medicine that is very similar, safe, and effective

for your condition. If you choose, you may want to talk to your private doctor before changing to the VA medicine.

Some medicines need special blood tests. Your VA provider may not write prescriptions for any high-risk medicines unless you agree to have the tests done by the VA. If you live far away or have difficulty traveling to the VA, you have the option of providing the written results from your private doctor's blood tests to your VA provider. If you request a highly specialized medication, you must be seen by a VA provider competent in that specialty, or the prescribing clinician must be in direct verbal or written contact, or acting on recommendations of a VA provider competent in that specialty. VA providers are under no obligation to follow a treatment or medication plan recommended by community physicians if they disagree with that plan or if the plan conflicts with national or local policies related to prescription of medications. A VA provider or pharmacist will explain his or her rationale for medication changes or why the medication will not be filled. If you receive controlled substances on an ongoing basis, close monitoring is required by one designated provider. The VA may provide these substances only if the VA is primarily responsible for and actively managing these medications.

VA POLICY

If you are seeking care, medications, or supplies from the VA, you must enroll in VA health care and have a primary care provider who manages your care, even if some of your care is provided in the community. If you receive medications through the VA, you will be required to see your VA provider at least annually. Specialty services will be provided according to the local facility or Veterans Integrated Services Network (VISN) policy once you are enrolled in primary care.

You need to tell your VA provider about any changes in your health, or changes in treatment or medicines made

(Continued on page 8)

(Continued from page 7)

by your private doctor. You will also want to tell your private doctor about any changes made by your VA provider. You must pay any required VA co-payments.

CONTACT NUMBERS:

DURING BUSINESS HOURS

Fort Meade: 7:30 am - 4:15 pm

Hot Springs 8:00 am - 4:30 pm

Administrative Staff

Non-VA Care Scheduler 605-745-2409

Non-VA Care Auth Clerk 605-745-2809

Non-VA Care Supervisor 605-745-2011

Clinical Staff (RNs)

Fort Meade:

Referral Case Mgr. 605-720-7155

Clinical Care Coord. 605-347-2511 ext. 9 7307

Hot Springs:

Clinical Care Coord./Referral Case Mgr. 745-2000 ext. 9 2560

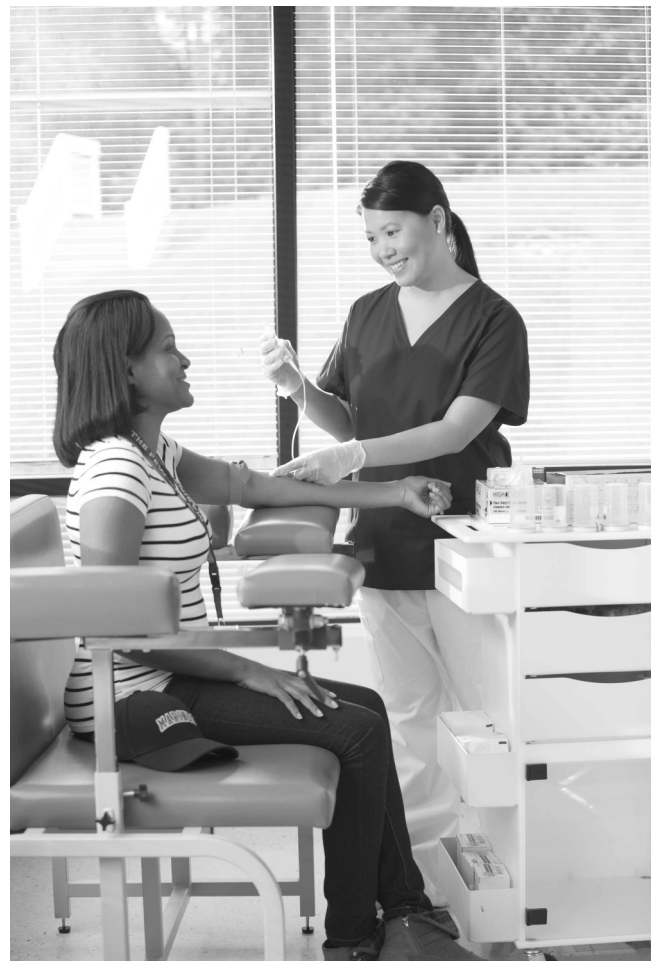
AFTER HOURS ADMISSIONS

Fort Meade 605-720-7224

Hot Springs 605-745-2043

VA BHHCS CALL CENTER:

1-877-339-6837



What if I don't have transportation to my appointment?

DISABLED AMERICAN VETERANS

VOLUNTEER TRANSPORTATION NETWORK

The Disabled American Veteran (DAV) Volunteer Transportation Network (VTN) provides transportation to Veterans in need of medical care at a VA facility. This program is available due to the willingness and availability of volunteer drivers.

To use these services, Veterans must be able to walk from their home to the vehicle, enter the vehicle unassisted, and walk from the vehicle to Fort Meade, Rapid City and Hot Springs locations on their own. DAV cannot transport Veterans who use a wheelchair or oxygen. The need for DAV transport is based primarily on a Veteran's inability to pay for the cost of public transportation. Veterans are transported for scheduled appointments only.

Requests for transportation differ by site. Please call 605-720-7065 or 1-800-743-1070 ext 9 7065 or 9 7206 to make arrangements for transportation. Transportation in additional counties may be available.

DAV also operates a regular shuttle between the Fort Meade, Rapid City and Hot Springs facilities.





DAV Transportation

If you have an appointment before 9:00 a.m. and need a ride, call: 605-720-7065 or 1-800-743-1070 ext 9 7065 or 9 7206 the day before between 8:00 a.m. and 3:00 p.m.

Rapid City to Fort Meade

**Depart DAV Hall 8:00 am
Depart Vet Center 8:15 am
Arrive Fort Meade 9:00 am**

**Depart DAV Hall 1:00 pm
Depart Vet Center 1:15 pm
Arrive Fort Meade 2:00 pm**

Fort Meade to Rapid City

**Depart Fort Meade 11:30 am
Arrive Vet Center 12:15 pm**

**Depart Fort Meade 3:30 pm
Arrive Vet Center 4:15 pm**

Rapid City to Hot Springs

**Depart Vet Center 8:00 am
Arrive Hot Springs 9:00 am**

**Depart Vet Center 4:00 pm
Arrive Hot Springs 5:00 pm**

Hot Springs to Rapid City

**Depart Hot Springs 6:30 am
Arrive Vet Center 7:30 am**

**Depart Hot Springs 2:30 pm
Arrive Vet Center 3:30 pm**

TRAVEL

Patients may qualify for travel benefits and mileage reimbursement for travel to and from the facility. To be eligible for travel benefits a veteran must meet one of the following criteria:

- Be 30-100% service connected
- If you have less than a 30% service disability you must be treated for your service-connected disability or meet financial guidelines
- Receive a VA pension
- Have aid and attendance status
- Have housebound status
- Have a gross annual household income not exceeding the maximum annual rate of a VA pension

For further information contact or go to the Travel office.

Fort Meade Travel Office

Patient Services

Building 113 Room 106. T

8:30 a.m. to 4:25 p.m.

Monday-Friday (except Federal Holidays),

Ext. 7103.

After hours, Travel questions can be answered by the Administrative Officer on Duty stationed in the Emergency Room at Fort Meade, ext. 7224

Hot Springs Travel Office

Patient Services

Building 12 Room C008.

8:30 a.m. to 4:25 p.m.

Monday-Friday (except Federal Holidays), t

Ext. is 2043.

After hours, Travel questions can be answered by the Administrative Officer on Duty stationed in the Urgent Care area at Hot springs, ext. 2491.

NOTICE

*Veterans using DAV or other provided transportation service
do not qualify for travel pay.
Urgent Care/Emergency Department visits are only paid for **one way** travel*

PHARMACY

VA has excellent pharmacy benefits which allow you to get medications and medical supplies your VA provider orders for you.

If you are transferring your prescriptions to VA, your VA providers may need to replace some of your medications with similar medications on the VA formulary. The formulary lists all medications available for refill at the VA. VA providers will work closely with your community provider to coordinate your care.

You or your community provider can access the VA formulary at: www.pbm.va.gov

PRESCRIPTION FROM A PRIVATE DOCTOR

By law, VA pharmacy cannot fill a prescription written by a non-VA provider, without the information below.

- VA is NOT responsible to pay for medications filled at a private pharmacy.
- You must bring the following from your community provider when requesting a new prescription:
 - The most recent history and physical and office note
 - Lab and test results
 - The reason why the prescription was written
 - A copy of the prescription

PHARMACY CO-PAYMENTS

Depending on your eligibility, you may be charged a co-payment for medications. You may apply for free medications if you cannot afford the co-payment. See page 7 for more information about prescription co-pays. You can get information about patient eligibility from the benefits counselor at your local VA facility.

PHARMACY TELEPHONE CARE SYSTEM

This system is available 24 hours a day, 7 days a week.

You can use it to:

- Check on a prescription
- Learn about your medicine
- Order refills for your medicines

You need a touch-tone telephone to use this service. Before you call, have your Social Security number and the VA prescription number printed on the bottle. The automated phone system will give you step-by-step instructions. This system also allows you to talk directly with someone in the VA pharmacy during business hours (8 a.m. to 4:30 p.m., Monday-Friday).

Pharmacy Telephone Care system: 1-855-560-1719

OUTPATIENT PHARMACY

The outpatient pharmacy provides new prescription orders, change prescription orders, and process emergent prescription orders. The outpatient pharmacy does not provide refill services. Refills are mailed to you from our consolidated mail order pharmacy. When your VA provider orders a new prescription, the outpatient pharmacist meets with you to explain the medication and answer any questions you may have.

NEW PRESCRIPTIONS

You **MUST** check in with a pharmacist in the outpatient pharmacy if you intend on picking up a new medication. They will talk with you about any new medicine your provider orders for you. If you do not pick up a new medication from the pharmacy it will automatically be sent by mail. Mailed prescriptions usually take 14 days to arrive. Request refills 2-3 weeks before you need more medicine to allow time for your prescription to be refilled and mailed to you.

REFILLS

Please note: If you do not have a refill left on your prescription please contact the VA BHHCS Call Center at 1-877-339-6837 or your PACT team.

REQUEST REFILLS IN ANY OF THESE

5 WAYS:

1. PHONE

- Call 1-855-560-1722 using a touch-tone phone.
- Enter your Social Security Number, followed by (#).
- Select option 2
- Press 1 - refills
- Enter the prescription number followed by the (#) sign
- Press 2 – status of Prescription
- Enter the prescription number followed by the (#) sign
- Press 8 – to speak With Pharmacy staff
- (8 a.m. to 4:30 p.m., Monday-Friday)

2. MAIL

Mail your refill slip to the return address on your prescription label or the address provided below. Be sure to mail your refill slips as soon as you receive them to get your next refill before you run out of medication. Mailed prescriptions usually take 14 days to arrive after the request has been received by the VA pharmacy.

Fort Meade VAMC

Hot Springs VAMC

3. INTERNET

Enroll in My HealtheVet at the VA to use this feature, then log on to the website at www.myhealth.va.gov. Refer to page 27 of this handbook for instructions.

4. PACT Team Member

Your PACT team can help you with the refill process

5. VA BHHCS Call Center

You can contact the Call Center for assistance at 1-877-339-6837

WHEN YOU GET YOUR REFILL, CHECK THE BOTTLE TO MAKE SURE THESE THINGS ARE CORRECT:

- Your name on the bottle
- The name of the medicine
- The color and shape of the medicine
- The amount you should take for each dose
- The directions you should follow for each dose. If you need to stay on the medication, you will need a new prescription when your current prescription has no more refills. Contact your VA provider as soon as possible to have the new prescription ordered. It's a good idea to check your medicines before each visit with your provider to see how many refills are left, so you can ask for a new prescription of the medication at the visit.
- Certain controlled medications cannot be refilled. A new prescription is needed for each supply. Contact the pharmacy, or your PCP in your PACT to obtain these prescriptions.



Appointments

Outpatient visits are pre-scheduled clinic appointments to see a care provider: primary care provider, pharmacist, a nurse or another PACT member. You should make every effort to keep your scheduled appointment.

If you are unable to keep your appointment, please call 1-877-339-6837 as soon as possible so we can fill that appointment with another patient waiting to be seen.

You will receive an "Audio-Care" reminder call prior to your appointment.

GET THE MOST FROM YOUR APPOINTMENT:

Before Your Appointment

Complete all the paperwork that was given to you. Think about what you want to know about your health and write down any questions you want to ask. List one or two of your most pressing concerns.

Write down the answers to the following questions:

- Describe the problem or symptoms. Where is it? When did it start?
- Does anyone at home have the same problem?
- What do you think is causing it? What have you tried? Did it work?
- Do you have any pain? If so, where and what type of pain? How long does it last?
- Have you recently begun a diet or started exercising? Have you lost weight?
- Be as accurate as possible. Do not exaggerate, understate or leave facts out.

The Day of Your Appointment

Follow any instructions you are given especially if you are told not to eat or drink before your appointment.

Bring your glucometer or any other items your provider tells you to bring to ALL your appointments. Bring a paper and pen to take notes.

Bring a list of all of your medications, including any herbal supplements and nutritional supplements you may be taking. Include the name, strength or dose amount, number of pills you take each time and what

time of day you take them.

Bring your appointment letters.

Wear clothing that is easy to take off and put on.

Be on time and be sure to check in at least 30 minutes prior to your scheduled appointment time.

Come early if you have lab work or other medical tests scheduled.

Remember to bring or wear your glasses and/or hearing aid(s).

At the Appointment

If you think you might have trouble understanding or hearing, consider bringing a relative or friend to help you ask questions.

Repeat what the provider says to you in your own words to be sure you understand.

Keep the conversation on track. Focus on the questions that matter to you.

Tell the provider if you don't understand. It's okay to ask for a better explanation.

Closing the Visit

What is the next step in your care? Let the provider know if you cannot or will not do what is suggested.

Ask for written information about your medication(s), condition, illness and treatment.

Make sure you know exactly how and when to take your medication(s).

Make sure you know who to call if you have questions or concerns.

Return appointments

For return appointments, you will receive a letter to remind you that you are due to see your provider. Make sure we have your current address so you receive these letters. When you get this letter, call our Call Center at 877-339-6837 to make an appointment.



How do I know where to go when I need help?

NAVIGATING YOUR CARE WHEN YOU HAVE QUESTIONS

If it might be a life, organ or limb-threatening emergency?

If you have chest pains, shortness of breath, tingling in a limb, bleeding, etc.

Call 9 1 1

or go to the nearest Emergency Department

Problem or Questions

If you have a concern or problem that cannot wait until your next appointment or if you want to leave a message with your provider.

During Business Hours

(Monday - Friday, 8 a.m. to 4 p.m.)

**Call Your Patient Aligned Care Team
(PACT)**

After Hours

(After 4 p.m. weekdays; weekends and holidays)

**Call the Nurse VA Advice Line
1-866-687-7382**

Routine Services

Tasks that you need to do in order to receive services or care

**Chronic Care Help
or Specialty Clinic**

Call your PACT

Your PACT must make referrals when it is not an emergency.

*Going to the Emergency Department **will not** get you a referral faster*

Enroll in VA

Go to the Eligibility Office
open during regular business hours
or call
1-866-347-2352

Medication Refills

Need it today?
Go to the Pharmacy
You may get a partial dose

Can it Wait?
See page 13 for ways to request refills

Appointments

Schedule, Re-schedule or Cancel an Appointment
Call:
1-877-339-6837

How can VA help me during a physical or emotional crisis?

CRISIS PREVENTION HOTLINE

Are you or someone you care about feeling helpless and/ or hopeless? If you or a loved one is in distress or having thoughts about harming themselves, you can contact our Mental Health Clinic or the Veteran's Crisis Line.

Mental Health Clinic: 1-800-743-1070 ext 9 7069

Veterans Crisis line: 1-800-273-TALK (8255), press 1 for Veterans

CHAPLAIN/PASTORAL CARE

Your spiritual well-being is regarded as an integral part of good health and complete health care. Whatever your religious tradition, hospital chaplains are available for pastoral counseling, spiritual guidance, and sacramental needs. Religious materials and communion are available upon request. Contact your health care team to arrange for assistance.

Ft. Meade Chapel Services (Chapel: Bldg. 148)

Protestant: Sundays 0900

Catholic Mass:

Sundays 1030 Fridays 1100

Bible Study: (Monthly)

2nd Wednesday 1400

Peace Chapel is open 24 hrs

Sweat Lodge: Check with Chaplain

Hot Springs Chapel Services (Chapels: Bldg. 2)

Protestant:

Sunday Worship 1000

Bible Study 1100

Prayer Service 1300

(Hospital 106)

Catholic Mass:

2nd Thursday 1230 4th Thursday 1230

Sweat Lodge: Check with Chaplain

Veterans Crisis Line



1-800-273-8255
PRESS 1

INTEGRATED ETHICS COUNCIL

Patients and staff face difficult and potentially life-altering decisions every day. In the day-to-day business of health care, uncertainty or conflicts about values -that is, ethical concerns - inevitably arise. The Integrated Ethics Council is available for ethics consultations.

Integrated Ethics Hotline: 1-855-ETHICS8
(1-855-384-4278)

NURSE ADVICE LINE

A registered nurse is available 24 hours a day, seven days a week to talk with you about medical problems you are having.

When you explain your symptoms or questions, the nurse will give you advice about your condition.

The nurse will help determine the level of care needed based on the information you have given.

Care recommendations may be advice on home remedies, scheduling an appointment, visiting an Emergency Department or calling 911.

Call Your PACT: 8 a.m. to 4 p.m., Monday-Friday
Nurse VA, Monday-Friday after 4 p.m., holidays and weekends: 1-877-339-6837

Who do I talk to if I have questions about my care or other VA benefits?

PATIENT ADVOCATE

VA Black Hills Health Care System (VA BHHCS) strives to provide you the best care possible in the most courteous and efficient manner, and we value your comments about your experiences. We always seek to improve our service to Veterans, and your comments can help us do that. Your Patient-Aligned Care Team (PACT) and other hospital staff are available to assist you with any questions, issues, or concerns you may have. If you run into a problem, talk with your PACT or ask to speak with the supervisor. (See pages 30-31 for a listing of numbers).

If you feel you need further assistance to make sure your concerns are addressed, ask to speak with the Patient Advocate. You may also contact the Patient Advocate if you wish to compliment a particular VA staff member. The Patient Advocate is available from 7 a.m. to 4 p.m., Monday-Friday, except for federal holidays. Issues that arise during other times should be directed to the Service Level Patient Advocate in each clinic or department.

Fort Meade: 605-347-7179

Hot Springs: 605-745-2060

VETERAN'S BENEFITS COUNSELOR

A Veteran's benefits counselor can help you with information and assistance about Veterans benefits. You may call the regional office in your state or visit www.va.gov.

Veterans Benefits Counselors: 1-800-827-1000

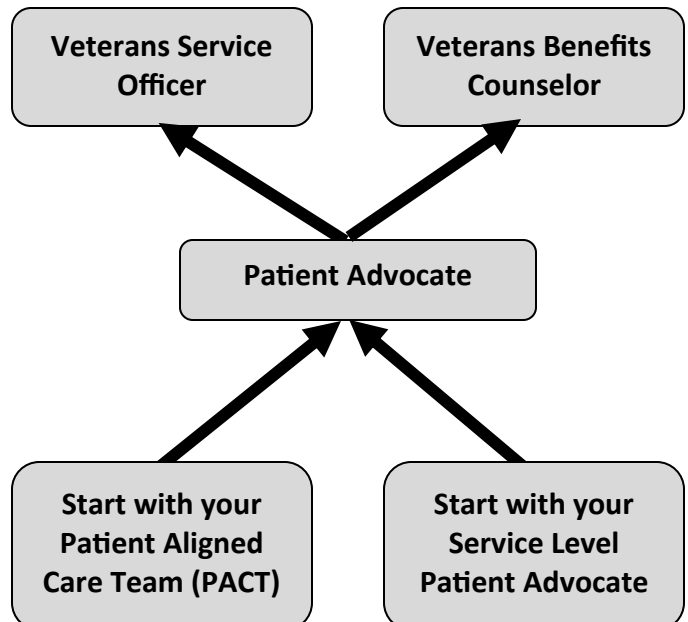
VETERANS SERVICE OFFICER

When you come into the County or Tribal Veterans Service Office you will be referred to a service officer for assistance. The Veterans Service Officer has a compassionate understanding of the problems, which confront Veterans, widows, widowers, and children. The County Veterans Service Officer knows the extent, the meaning and the application of laws that have been passed by the U.S. Congress in the interests of Veterans and their dependents. They also know the rules and regulations adopted by the Department of Veterans Affairs to clarify and implement those laws. The County Veterans Service Officer will apply specialized knowledge in the best way suited to the needs of every individual Veteran or other beneficiary who comes to the office for assistance.

To Find a County or Tribal Veterans Service Officer for Your Area, go to:

http://mva.sd.gov/vet_service_officers.html

Need help resolving an issue or concern?
We are here to help you



THE OFFICE OF INSPECTOR GENERAL

The Office of Inspector General (OIG) is an independent organization with the goal of minimizing fraud, waste, and abuse in VA programs, activities and functions. It is responsible for investigating criminal activity, waste, fraud, abuse, and mismanagement involving VA programs and operations, such as:

- Employee misconduct
- Patient abuse, or serious safety violations
- Theft from VA beneficiaries or misuse of government property
- False claims by beneficiaries, claimants, patients, employees, or contractors
- Systemic problems within VA programs or operations, or gross waste of funds or official time

As a patient, family member, community representative or employee of this health care system you have the right to notify the OIG regarding any acts of fraud, waste or abuse that it has not addressed. Anyone believing that he or she has pertinent and valid information about such matters that has not been addressed and/or resolved by the health care system or its management, is encouraged to notify the OIG at the Department of Health and Human Services.

VA Inspector General
P.O. Box 50410
Washington, DC 20091-0410

Toll Free, 8:30 a.m. to 4 p.m. et (Monday-Friday, except federal holidays): 1-800-488-8244

Email: vaoighotline@va.gov

THE JOINT COMMISSION

VA BHHCS is accredited by The Joint Commission, an organization dedicated to assuring that health care facilities provide safe, high quality care. You have the right to notify The Joint Commission regarding any quality of care or safety concern in the health care system that it has not addressed. Anyone believing he or she has valid information about such matters that has not been addressed and/or resolved by the health care system or its management is encouraged to notify The Joint Commission.

Division of Accreditation Operations Office of Quality
Monitoring the Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Phone: 1-800-994-6610
Fax: 1-630-792-5636
Email: complaint@jointcommission.org

What if I need to be admitted for Inpatient care?

If you are admitted, you will receive a copy of the “Inpatient Handbook” which provides additional information.

VISITING HOURS

Visiting hours are based on the needs of the patient, and visitors are encouraged to discuss any special visiting needs with the unit’s head nurse. Whenever possible and medically appropriate, the nurse will coordinate special visiting arrangements to meet patient and family needs. Talk to your nurse for the hours of the unit you would like to visit.

VALUABLES/MONEY

Please feel free to keep personal items in your room to help make your hospital stay more comfortable while you are an inpatient at VA Black Hills Health Care System. You are encouraged to send home or place in a secure storage area (where available) valuable items like jewelry or cameras. An inventory of your personal items will be done upon admission to the hospital. Money can be put into a patient’s fund account for safekeeping at the agent cashier office. The agent cashier is located at both Fort Meade and Hot Springs campuses. Ask your nurse for details.

At the Community Living Center (CLC), you are asked to keep a minimal amount with you. All other money can be deposited with the agent cashier. Ask your nurse for more details.

PARKING

Please obey the posted signs and ground painted symbols. Inpatients are requested to keep their cars at home. If this is not possible, VA Police should be notified. Speak with admissions or call VA Police at:

Fort Meade: 7177

Hot Springs: 2020



How can VA help me stay healthy?

DIETITIANS

If you have a chronic condition, a carefully planned diet can make a difference. With certain diseases, what you eat may reduce symptoms. In other cases, diet can improve health. For example, eating a heart-healthy diet can help lower high blood pressure; this reduces the risk of both heart attack and stroke. Even if someone does not have high blood pressure, eating a heart-healthy diet reduces the chance of heart disease in the future.

If you have a condition such as diabetes, high blood pressure, heart disease, if you are underweight or overweight, or if you just want to learn to eat a more healthy diet, a registered dietitian can assist you with education and counseling. If you feel it's time to seek the assistance of a registered dietitian ask your PACT team for a referral.

HEALTH PROMOTION AND DISEASE PREVENTION

Health Promotion Disease Prevention (HPDP) is about helping you improve and take control of your health. By supplying you with the tools needed to make healthy life choices, you can reduce your risk of certain illnesses, avoid trips to the hospital, and generally feel better. You can also control and lessen the severity of conditions you may already have.

Prevention is the best medicine. Your health care team is very interested in your health and well being. Partner with us by staying up-to-date on your health care screening exams, tests and lab work. Together we can help ensure a better quality of life for you in the future.

For more information on healthy living visit:
www.prevention.va.gov.

The 9 healthy living messages

- Be Physically Active
- Eat Wisely
- Strive for a Healthy Weight
- Get Recommended Screening Tests & Immunizations
- Be Involved in Your Health Care
- Be Tobacco Free
- Limit Alcohol
- Manage Stress
- Be Safe

MOVE! WEIGHT MANAGEMENT PROGRAM

MOVE! Weight Management Program is a national VA weight management program designed to help Veterans lose weight, keep it off, and improve their health. The program is patient-centered, individualized, and emphasizes health and wellness through nutrition, physical activity, and behavior change. Veterans that participate have an appointment with a MOVE! provider to set individualized goals for weight loss that fit their lifestyle, receive a personalized report about their lifestyle habits, and are given a pedometer to track their steps once they have started participation in the MOVE! Program. Veterans will have regular follow-up and support in the form of phone calls, individual clinic visits, or group classes determined around your schedule. Talk with your PACT team before starting any weight loss program.

ADVANCE DIRECTIVES

Advance directives are written instructions that tell your doctor what kind of care you would like to have if you are unable to speak for yourself. Two common types of advance directives are a living will and a power of attorney.

VA forms are available for you to prepare a living will or a power of attorney for health care. Your social worker can answer your questions and help you fill them out. If you already have an advance directive, please give a copy to one of your health care providers. It will be added to your medical record.

CAREGIVER SUPPORT PROGRAM

VA knows your focus as a family caregiver is taking care of the Veteran you love. It can be an incredibly demanding job, and we want you to know you don't have to do it alone. VA offers a number of services that can provide you with the support that's right for you. Whether you and the Veteran you care for could use some help at home or you just need someone to listen, we're here to support you.

VA BHHCS Caregiver Support 605-745-2000 ext. 9 2347
National VA Caregiver Support Line: 1-855-260-3274
www.caregiver.va.gov

SOCIAL WORKERS

Social workers are available through each of the programs and service lines throughout the VA BHHCS. Social workers are part of the PACT in programs within mental health, primary care, and extended care. In partnership with providers and Veterans, the focus of social work is to help Veterans address psychosocial factors with the goal of ensuring Veterans have seamless access to a broad range of services both in and outside of VA.

Social workers are available to assist with discharge planning, advance directives, tissue and organ donation, long term care planning, caregiver support, and other issues related to illness, treatment and recovery. Social workers are available to ensure that Veterans have easy access to services within VA and information to access other services in the community like transportation, finances, Medicaid, and nursing home placement.

PALLIATIVE CARE

The Palliative Care Team is a specially trained group of health care professionals who work with Veterans and their families to provide comfort and compassionate care when a patient has a life-limiting illness. The goal is directed toward improving quality of life. The focus of palliative care is on the relief of symptoms as well as providing emotional and spiritual support for the patient and their families. Contact a member of your PACT team for more information.

Patient Rights and Responsibilities

Rights and Responsibilities of VA Patients and Residents of Community Living Centers

The Veterans Health Administration (VHA) is pleased you have selected us to provide your health care. We will provide you with personalized, patient-driven, compassionate, state-of-the-art care. Our goal is to make your experience as positive and pleasant as we can. As part of our service to you, to other Veterans and to the Nation, we are committed to improving health care quality. We also train future health care professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support your rights as a patient or resident of a community living center (CLC). Your basic rights and responsibilities are outlined in this document. You will receive this information in your preferred language. Please talk with the VA treatment team members who are providing your care or to a patient advocate if you have any questions or would like more information about your rights and responsibilities.

1. Nondiscrimination and Respect

- You will be treated with dignity, compassion, and respect as an individual. Consistent with Federal law, VA policy, and accreditation standards of The Joint Commission, you will not be subject to discrimination for any reason, including for reasons of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.
- You will receive care in a safe environment free from excess noise, and with sufficient light to ensure comfort and safety.
- You have a right to have access to the outdoors.
- We will seek to honor your cultural and personal values, beliefs, and preferences. We ask that you identify any cultural, religious, or spiritual beliefs or practices that influence your care.
- You or someone you choose has the right to keep and spend your money. You have the right to receive an accounting of any funds that VA is holding for you.
- We will respect your personal freedoms in the care and treatment we provide you. This includes trying to accommodate your normal sleep and wake cycles, food likes and dislikes, and other personal preferences.
- In the Community Living Center, you have the right to be free from chemical and physical restraints. In the inpatient acute care setting, and only in rare cases, the use of chemical and physical restraints

may be used if all other efforts to keep you or others free from harm have not worked.

- In the Community Living Center, you may keep personal items and are expected to wear your own clothes. As an inpatient, you may wear your own clothes depending on your medical condition.
- You have the right to keep and use personal items as long as they are safe and legal.
- You have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether to participate in these activities. You may decide whether or not to perform tasks in or for the Medical Center or in the Community Living Center.
- You have the right to communicate freely and privately. You will have access to public telephones and VA will assist you in sending and receiving mail. You may participate in civic rights, such as voting and free speech.
- When a loved one is involved in support and care of a VA patient or CLC resident, VA considers a patient or CLC resident's *family* to include anyone related to the patient or CLC resident in any way (for example, biologically or legally) and anyone whom the patient or CLC resident considers to be family. If you are an inpatient, any persons you choose can be with you to support you during your stay. Medical staff may restrict visitors for inpatients if medical or safety concerns require it. You will be told promptly about any visitor restriction and the reason for it.
- In order to provide a safe treatment environment for all patients or CLC residents and staff, you and your visitors are expected to avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

2. Information Disclosure and Confidentiality

- Your privacy will be protected.
- You will be given information about the health benefits you can receive. The information will be provided in a way you can understand.
- You will receive information about the costs of your care (for example, co-payments), if any, before you are treated. You are responsible for paying your portion of any costs associated with your care.
- Your health record will be kept confidential. Information about you will not be released without your authorization unless permitted by law (an example of this is State public health reporting). You have the right to have access to or request a copy of your own health records.

- Please respect the privacy of other patients and CLC residents and do not reveal their health information that you may overhear or otherwise become aware of.

3. Participation in Treatment Decisions

- You have a right to express your preferences concerning future medical care in an advance directive, including designating a health care agent to make health care decisions on your behalf when you can no longer do so.
- You, and any person(s) you choose, will be involved in all decisions about your care. You will be given information you can understand about the benefits and risks of treatment in your preferred language. You will be given other options. You can agree to or refuse any treatment. You will be told what is likely to happen to you if you refuse a treatment. Refusing a treatment will not affect your rights to future care but you take responsibility for the impact this decision may have on your health.
- Tell your provider about your current condition, medicines (including over-the-counter and herbals), and medical history. Also, share any other information that affects your health. You should ask questions when you do not understand something about your care. This will help us provide you the best care possible.
- ¶You will be given, in writing, the name and title of the provider in charge of your care. You have the right to be involved in choosing your provider. You also have the right to know the names and titles of those who provide you care. This includes students and other trainees. Providers will properly introduce themselves when they take part in your care.
- You will be educated about your role and responsibilities as a patient or CLC resident. This includes your participation in decision making and care at the end of life.
- ¶If you believe you cannot follow the treatment plan, you have a responsibility to tell your provider or treatment team.
- You will be informed of all outcomes of your care, including any possible injuries associated with your care. You will be informed about how to request compensation and other remedies for any serious injuries.
- You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You are expected to

help the treatment team by telling them if you have pain and if the treatment is working.

- As an inpatient or CLC resident, you will be provided any transportation necessary for your treatment plan.
- You have the right to choose whether or not you will participate in any research project. Any research will be clearly identified. Potential risks of the research will be identified and there will be no pressure on you to participate.
- You will be included in resolving any ethical issues about your care. If you have ethical issues or concerns, you may speak with the Medical Center's Ethics Consultation Service for help.

4. Concerns or Complaints

- You are encouraged and expected to seek help from your treatment team or a patient advocate if you have problems or complaints. Any privacy complaints will be addressed by the facility Privacy Officer. You will be given understandable information about the complaint process in your preferred language. You may complain verbally or in writing, without fear of retaliation.
- ¶If you believe that you or your family member has been neglected, abused or exploited by VA staff, please report this promptly to the treatment team or patient advocate. You will receive help immediately.
- If you believe the organization has failed to address or satisfy your concerns about health care quality and safety, you may contact the Joint Commission's Office of Quality Monitoring at 1-800-994-6610. If you believe that the organization has failed to address your concerns about suspected criminal activities, fraud, waste, abuse, or mismanagement, you may contact the VA Office of the Inspector General at 1-800-488-8244 or e-mail vaoighotline@VA.gov.

5. Additional Rights and Responsibilities of Community Living Center Residents

Because the CLC serves as your home for short or long-stay services, you have the following additional rights and responsibilities as a CLC resident:

- ¶Staff will knock on your bedroom door prior to entry.
- ¶You have the right to receive care from the same staff member everyday to the extent that consistent assignment is possible.

- You may have visitors at any time of the day or night provided visitors are respectful of you, your need for privacy and the privacy of others. You may refuse visitors at any time.
- You have a right to conjugal visits and you have a right to privacy during those visits.
- Your care will be delivered in a setting that resembles home. Therefore, you will be invited to have your meals in a designated dining area and you will have access to those activities that contribute to meaningful use of time.
- In preparation for being discharged to your own home, you and or your care giver may be invited to participate in activities that prepare you to go home such as self administration of medications and treatments.
- You and your care givers have a right to attend treatment planning meetings and participate in household or resident council.

This document was signed and issued by the VA Under Secretary for Health on January 15, 2013.

What Mental Health Services does VA BHHCS offer?

MENTAL HEALTH CARE SERVICES

The VA offers a variety of mental health care programs and services for Veterans. The programs help Veterans work toward a healthy and productive life. Services include inpatient and outpatient care for:

- Anxiety
- Case management
- Community living and wellness skills
- Couples and family therapy
- Depression
- Group therapy
- Homeless services
- Individual psychotherapy
- Medication management
- Military sexual trauma
- Psychological and neuropsychological testing
- Post-Traumatic Stress Disorder (PTSD)
- Stress management
- Substance abuse programs
- Supportive therapy
- Tobacco cessation
- Vocational rehabilitation

Psychologists, psychiatrists, and social workers are available to help you with any mental health issues you may have. They can help you address issues such as coping with return to civilian life, PTSD, and problems with substance use. Talk with a member of your PACT team if you think you may benefit from these services.

MENTAL HEALTH INTENSIVE CASE MANAGEMENT (MHICM)

MHICM is a community based program for Veterans with a persistent mental health diagnosis who live within one hour travel time of the Fort Meade Campus. The program provides a patient centered holistic approach to eligible Veterans in their homes and communities. The goal of the MHICM program is to support Veterans and their caregivers using a strength based team approach to assist the Veteran meet their desired goals.

MHICM 605-347-2511 ext. 9 7247 or 9 7214

OPERATIONS ENDURING FREEDOM, IRAQI FREEDOM, AND NEW DAWN

Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn (OEF/OIF/OND) returning combat Veterans are eligible for five years of free medical care starting on the date of their official discharge from active duty for any conditions related to their deployment. VA BHHCS has a team assigned specifically to our newest group of Veterans to provide outreach, support, counseling, education, care coordination, information and referral regarding VA benefits and community resources.

OEF/OIF/OND:

Fort Meade 605-720-7488

Hot Springs: 605-745-2000 ext. 9 2716

Rapid City 605-718-1095 ext. 3076



POLYTRAUMA SUPPORT CLINIC TEAM

The VA BHHCS Polytrauma Support Clinic Team exists to provide comprehensive evaluation for eligible Veterans who are known to have or possibly have suffered injury to more than one major body system in a single deployment related event. This team consists of a rehabilitation physician, neuropsychologist, speech language pathologist, physical therapist, occupational therapist, nurse case manager, social work case manager and program support assistant. After the evaluation, therapies or other specialty consultations may be offered to help enhance the Veteran's function.

SUBSTANCE USE DISORDERS PROGRAM

Substance Use Disorders Program (SUDP) are located at the Fort Meade and Hot Springs facilities. This program includes primarily therapy groups, education, medication management, and individual therapy for Veterans struggling with addictive and substance abuse disorders. Level of care may include residential, partial hospitalization, outpatient, intensive outpatient, individual therapy and maintenance programs with both day and evening hours.

This is a voluntary program for Veterans with alcohol or drug related charges and convictions, as well as those in drug court or those have other legal system involvement.

TOBACCO CESSATION

If you want or need assistance quitting tobacco VA BHHCS is here to help. We offer individual and group counseling and medications to help you succeed in your effort to quit. Tell your health care provider you need assistance quitting tobacco and they will offer you medications and counseling.

The South Dakota Tobacco Quitline is also available to all Veterans at 1-866-737-8487 or visit www.SDQuitline.com.



What other services does VA BHHCS offer?

AUDIOLOGY AND SPEECH PATHOLOGY

The Audiology and Speech Pathology Departments provide comprehensive diagnostics and treatment to Veterans with hearing, speech, language, voice, and swallowing disorders. The goal is to provide consumer-focused audiology and speech pathology services to Veterans, which promotes independence and quality of life. We consider it our mission to achieve and maintain the highest quality of patient care using the latest in testing, fitting and verification technologies.

Services provided by licensed audiologists include diagnostic hearing evaluations, tinnitus assessment and management, hearing aid fittings, assistive listening device assessments and Compensation and Pension exams.

The Speech Pathology Division consists of licensed speech-language pathologists whose evaluations and treatments include head and neck cancer surgery patients, communication disorders, speech and language disorders and voice and swallowing disorders.

Additionally, the Audiology and Speech Pathology Departments employ Telemedicine to provide many of these services to the community-based outpatient clinics.

Contact a member of your PACT team for additional information.

CAFETERIA/RETAIL STORE (VETERAN CANTEEN SERVICES)

The Patriot Café cooks up hot breakfast, lunch specials, sandwiches, salads and more and is open on weekdays.

Fort Meade Patriot Café

Located in Bldg. 146

Closed on weekends and all federal holidays

Hot Springs Patriot Café

Located in Bldg. 5 of the Dom

Closed on weekends and all federal holidays

Vending Machines

Vending machines are located in various locations at

both Fort Meade and Hot Springs campuses.

The Patriot Store has gifts and personal items for sale. The store stocks a variety of merchandise that includes candy, snacks, bottled beverages, everyday toiletries, men's and women's clothing, postal stamps and a variety of gift items. The Patriot Store is open on weekdays.

Fort Meade Patriot Retail Store

Located in Bldg. 146

Closed on weekends and all federal holidays

Hot Springs Retail Store

Located in Bldg. 5 of the Dom

Closed on weekends and all federal holidays

DENTAL

Dental Service supports the mission of VA through patient care, education, and research. The Dental Service provides oral health care including treatment of oral conditions that are detrimental to overall health, outpatient care, inpatient care and emergency care for relief of pain and acute infections.

Determination on the status of dental benefits can be confirmed only through the eligibility clerk located in the Business Office at 605-720-7101 or 605-745-2000 ext 9 2685

MEDICAL FOSTER HOME

When living at home becomes difficult, many Veterans would rather remain in a home-like setting instead of moving to a nursing home. In situations like this, the VA Medical Foster Home (MFH) team can help.

MFH is a voluntary care option. The team can help Veterans find a MFH that is warm and caring while meeting the VA's high standards of quality of care and safety. Veterans and their family members or other support people may tour homes before making a decision to enroll in the program.

The Veteran is responsible for the cost of the MFH. The cost may be paid using a combination of private income,

(Continued on page 28)

Social Security, savings, VA pension, or county funding. Charges are based on care needs and financial resources. The Veteran and caregiver will sign a private care agreement that covers the care needed, the cost and outlines the rights and responsibilities of all parties.

Medical Foster Home Coordinator:
605-745-2000 ext 9 2349

MY HEALTHeVET

My HealtheVet is VA's award-winning online personal health record. It offers Veterans Internet access to VA health care. Launched nationwide in 2003, My HealtheVet is the gateway to web-based tools that empower Veterans to become active partners in their health care. With My HealtheVet, Veterans can access trusted, secure, and informed health and benefits information at their convenience.

Visit at: www.myhealth.va.gov

Website Features

- Accurate health information you can trust
- Refill your VA prescriptions and get information about your medicines
- Create your own personal health journal
- Read VA news and feature stories
- Link to VA benefits and services

Personal Health Record

You can create and edit the features of the personal health record:

- Record a list of all your providers
- Self enter your military health information
- Record your personal health history
- Keep track of your own vital readings, such as blood pressure or blood sugar, and monitor them over time
- Self enter a list of your over-the-counter

drugs or supplements and prescriptions from non-VA providers

- Record your physical activity or food intake in daily logs
- Record your emergency contacts

Registration and Authentication

To take advantage of all the features of My HealtheVet, you need to complete the registration on the website and complete an in-person authentication at the VA. This authentication process protects your privacy and secures your personal health information.

To complete the In-Person Authentication process:

1. Go to the website: www.myhealth.va.gov. You can use your home computer, a public computer (like at the public library) or a My HealtheVet computer located at your facility.
2. Click on the "Register today" button and complete the registration form. When you are in the section, "Relationship to the VA," be sure to click on VA Patient.
3. Return to the My HealtheVet home page.
4. Click on the "In-Person Authentication" link located in Quick Links.
5. Watch the brief orientation video.
6. Print out, complete and sign the My HealtheVet release of information form (Form 10-5345a-MHV). These forms are also available near the My HealtheVet computers located at the Fort Meade, Hot Springs and facilities.
7. Bring this form and a photo ID (Veterans ID card or driver's license) to one of the following Release of Information locations to process your in-person authentication.
8. The staff will verify your information and complete the process of In-Person Authentication.

PHYSICAL MEDICINE AND REHABILITATION SERVICES

Your doctor may refer you to Physical or Occupational Therapy. Physical Therapy involves evaluation and treatment of gross motor control, mobility, joint dysfunction, and pain management. Occupational Therapy focuses on the evaluation and treatment of fine motor control, as well as problems that might affect one's ability to perform activities of daily living.

Ask your PACT team if you have concerns you believe might be helped by consultation with one of these services.

PROSTHETICS AND SENSORY AIDES

The VA BHHCS Prosthetic and Sensory Aides Service provides artificial limbs, wheelchairs, aids for the blind, hearing aids, glasses, computers, adaptive equipment for vehicles, modifications to make the home handicapped accessible, home oxygen, and other devices and services to return independence, mobility and dignity to the Veteran.

Contact a member of your PACT team for additional information.

RELEASE OF INFORMATION (ROI)

The confidentiality of your health information is important to us. This means that VA employees protect your health information and use or disclose it only as authorized by law. Your health information may be released to a third party such as your private doctor, employer, insurance company or social service agency as described in our Notice of Privacy Practices.

To initiate and authorize the release of your health information to a third party you will need to complete form 10-5345.

To request a copy for your own use, you will need to complete form 10-5345a.

Forms are available by:

- Typing the number of the form in a search engine

such as Google, Ask or Bing.

- You can pick-up forms in the Release of Information Office (ROI) or the CBOC Front Desk
- The ROI office can fax or mail a copy of the form to you.

TRANSLATION SERVICES

If you are having trouble communicating in the English language or because of hearing or speech impairment, reasonable attempts will be made to accommodate you in order to effect necessary communication and provide greater insight into the health care setting.

VOLUNTEERS

The staff of VA BHHCS is reinforced by many volunteers who contribute thousands of hours of valuable service to the facility and Veterans. Volunteers try to create a warm, caring environment to make our Veterans' visits as comfortable as possible. Volunteers provide clerical assistance, staff the information desk, transport Veterans to their appointments and procedures, sponsor evening, weekend and holiday recreation activities, and much more. Voluntary Services accepts donations and charitable giving.

OTHER SPECIALTY SERVICES

You PACT team can refer you to a variety of Specialty Care Services as needed. Among them are:

- | | |
|--------------------|------------------------|
| • Optometry | • Pain Management |
| • Dialysis | • TBI/Poly-Trauma |
| • Dermatology | • Spinal Cord Injury |
| • Podiatry | • Neurology |
| • Oncology | • Nephrology |
| • Orthopedics | • ENT |
| • Physical Therapy | • Occupational Therapy |

What rules do I need to know when visiting a VA facility?

CELL PHONES, CAMERAS, PROHIBITED ITEMS, VIDEO, TAPE RECORDERS

For reasons of patient privacy, the use of cameras, video equipment, tape recorders and the use of a cellular phone for recording of any kind is prohibited.

Cellular phone usage may be restricted in certain areas.

Please silence your cell phones during appointments and classes.

Please check with your nurse if you have any questions.

FIRE/DISASTER DRILLS

For the protection of patients and staff, each facility has its own fire and disaster plan. If you discover a fire, tell a staff member right away. If you are in an area that needs to be evacuated, follow the instructions from the staff. Exit signs show the location of emergency exits. Fire alarms are near each exit.

PARKING

Please obey the posted signs and ground painted symbols. Inpatients are requested to keep their cars at home. If this is not possible, VA Police should be notified. Parking for VA outpatients and visitors is free of charge at all of our facilities. VA Police enforce all regulations and will issue warnings and tickets to drivers who violate the rules.

VA POLICE

The Fort Meade and Hot Springs facilities have VA Police on duty 24 hours a day for your care and protection. If you need assistance, or your family or friends need an escort to their car, contact the VA Police.

Fort Meade: 605-347-2511 ext. 9 7177

Hot Springs: 605-745-2000 ext. 9 2020

PROHIBITED ITEMS

Patients are not allowed to have alcoholic beverages, unauthorized controlled substances, firearms, ammunition, knives, pepper spray (mace), stun guns, tasers, any other type of weapons, lighter fluid, non-safety matches or straight edge razors. If a patient has any of these items, they need to immediately inform VA staff, or send the items home with a friend or family member. Latex balloons are prohibited inside the facilities.

SMOKING

Staff, visitors, volunteers, and patients may not smoke anywhere indoors or near any exits or entrances. Electronic cigarettes are prohibited inside the facilities as well. Please be considerate of nonsmokers and only smoke in designated areas. VA Police may issue tickets if the smoking policy is not obeyed. Smoking shelters are available, and you may request a map of their location.

PLEASE NOTE: Smoking with Oxygen is prohibited

ZERO TOLERANCE

To maintain a safe environment for patients, staff, visitors, and volunteers, our facilities have a zero tolerance for violence. Behavior that is disruptive, threatening or violent may result in police action and possible restrictions being placed on future VA health care visits.

VA BHHCS Facilities

Fort Meade VAMC

113 Comanche Road
Fort Meade, SD 57741
605-347-2511
800-743-1070

Hot Springs VAMC

500 North 5th Street
Hot Springs, SD 57747
605-745-2000
800-764-5370

Call Center

877-339-6837

Eagle Butte/Faith/Isabel , SD

Prairie Community Health
8000 Highway 212
PO Box 860
Eagle Butte, SD 57625

Phones:

Eagle Butte (605) 964-8000
Faith (605) 967-2644
Isabel (605) 466-2120

Pierre , SD

Linn Medical Clinic
1601 North Harrison,
Suite 6
Pierre, SD 57501
Phone: (605) 945-1710

Pine Ridge, SD

PTSD Building
Next to IHS Hospital
Pine Ridge, SD 57770
Phone: (605) 867-2393
ext. 4033

Rapid City, SD

3625 5th Street
Rapid City, SD 57701
Phone: (605) 718-1095

Rosebud, SD

161 Main Street
Mission, SD 57555
Phone: (605) 856-2295

Winner, SD

Avera Winner Medical Clinic
1436 East 10th Street
Winner, SD 57580
Phone: (605) 842-2443

Gordon, NE

300 East 8th Street
Gordon, NE 69343
Phone: 308.282.1442

Scottsbluff, NE

1720 East Portal Street
Scottsbluff, NE 69361
Phone: (308) 220-3930

Newcastle, WY

1124 Washington Boulevard
Newcastle, WY 82701
Phone: (307) 746-4491
Fax: (307) 746-3221

Frequently Asked Questions

q. I contact the VA and ask to speak with my primary care provider (PCP). I either never get a phone call back or it takes several days to get a return call. How can I talk with my primary care provider?

Usually when you call the VA, you are connected to the nurse line where you can leave a message regarding your question or concern for your PCP. If the PCP is with patients, they usually will not call until they are done. Another option is to contact your PACT RN for your provider or use the secure messaging function in My HealtheVet. You may be able to get the answer from the PACT RN instead of waiting to get a response back from your PCP. Your PACT RN is a great resource and can answer your questions.

q. How do I find out who my PACT RN is?

Your PACT RN is your link between you and your PCP. You can find out who your PACT RN is by going to the clinic you are assigned to and asking the staff who your PACT RN is. You will be given his or her direct office number. You may be able to get the answer from the PACT RN instead of waiting to get a response back from your PCP.

q. I asked my PCP to refill my medications at my last visit, but I am not sure this was done. also, I am service-connected for some of my medications and I want to make sure I am not going to be charged for those.

If you are concerned about medication refills, start by talking to your provider or PACT RN. If you still feel in doubt, stop by or call the VA Pharmacy to resolve any issues related to refills or payments.

q. I met with my PCP and I was told I would be notified of the results of my lab work, I have yet to hear from anyone.

This is a great time to get to know who your PACT RN is. It is the responsibility of the PACT to make sure you are informed and a PACT RN can give you those results and discuss what the next step should be. Usually a "next step" letter is mailed following primary care appointments but the Veteran can always contact their PACT RN for those results too.

q. I was told I was being referred to clinic for further treatment/assessment. I have never received an appointment time.

Your PACT can help you get specialty appointments. All consults to specialty services originate from the primary care doctor. It is important to call your PACT RN if you have not been notified when your appointment has been scheduled.

q. I live in Lead but I want to have my PCP in Hot Springs. Will I get the full travel pay to Hot Springs?

No, you are paid mileage from your home to the nearest VA facility.

q. I would like to change PCPs.

There is a form you will need to complete and return to the VA for processing. It can take up to 90 days to take effect. Once you have made the change we ask that you stay with that PCP for one year prior to placing another request to change PCPs.

q. Will VA refer me to a community provider for services/treatment?

If there is a service the VA does not offer, (i.e., chiropractic services, pre-natal services, etc.) you will be sent to a community provider at VA's expense. The VA will not pay retroactively for services, (i.e., a Veteran seeks chiropractor services for six months and then sends the bill to the VA). VA has to refer the Veteran in order for VA to pay the bill.

q. I had to go to the local ER over the weekend and I need to know if the VA will pay for that visit.

All bills for community services need to be processed through the Non-VA Care office. There is no guarantee of VA payment but with proper documentation (it was charted that VA was contacted prior to going to the ER) or in the ER (VA was full or unable to handle the situation, i.e., trauma) payment may be approved.

IMPORTANT INFORMATION ABOUT YOUR CARE TEAM

YOUR PATIENT ALIGNED CARE TEAM

Clinic: _____

Phone number: _____

Your PACT nurse is: _____

PACT provider: _____

YOUR CARE TEAM

Ward: _____

Phone number: _____

Your nurse is: _____

Your provider is: _____

NOTES:

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



**Black Hills
Health Care System**
Department of Veteran Affairs



Defining
EXCELLENCE
in the 21st Century

Fort Meade

113 Comanche Road

Ft. Meade, SD 57741

605-347-2511

800-743-1070

Hot Springs

500 N. 5th Street

Hot Springs, SD 57747

605-745-2000

800-764-5370

Call Center: 877.339.6837 | www.blackhills.va.gov

Follow us on Facebook and Twitter